

Turkey Jobs Expertini®

Resort Representative - Kusadasi

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Company: Jet2holidays

Location: Izmir

Category: other-general

Job Description:

As one of our valued Resort Representatives, you will play a vital part in sharing local knowledge, delivering outstanding customer service, and enhancing our customers holiday by introducing them to our experiences on offer. You will always be working as one team with internal & external suppliers and take responsibility of customers queries or problems using our in-house digital systems.

What can we offer you?

We offer our valued colleagues a range of benefits including: -

Competitive salary with annual pay review

Fully paid training & IT equipment

Monthly 1-1 meetings with your Team Leader

Career progression & development across **Jet2.com & Jet2holidays**

1.5 days off per week or equivalent

Monthly rosters sent in advance

Recommend a friend bonus scheme

What will you do in the role?

Reporting to the Resort Team Leader, you will Work as One Team with internal & external stakeholders to deliver VIP industry leading Customer Service to our all-important customers. You will be provided with fantastic training to ensure you:

Create Memories for our customers by recommending local experiences and attractions to match their needs

Take ownership of any customer queries or problems quickly and effectively, logging these using our in-house digital systems

Maximise branding opportunities within our hotels and resorts

Be the face of **Jet2holidays** during scheduled hotel visits

Support the Airport Team on busy flight days working in arrivals & departures

What will I need?

Please note as we employ on local contracts you must already hold Turkish citizenship, to be successful in any of our roles based in Turkey. You must be living in the destination or willing to source your own accommodation.

Our Resort Representatives have a flexible approach to the operation. Working hours will vary each month and will include early starts, late finishes, split shifts & working weekends. You will receive your roster 3-4 weeks in advance.

No previous experience is required however you will be able to effectively handle a wide range of different customer facing situations, be able to solve problems, & will have a positive & friendly attitude. You must also be confident in using Digital Tablets on a daily basis.

You will **already be a driver** with at least 1 years driving experience. **A manual car** may be provided for work purposes due to the level of travel required in the role.

Apply today to join the UK's Number One Tour Operator Once you have submitted your application, we will then invite you to complete the recruitment process which includes: a video interview and attending an assessment day.

We look forward to your application & starting your career **Jet2holidays**

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